

GENERAL MANAGER PROFILE: TREESDALE GOLF & COUNTRY CLUB GIBSONIA, PA

THE GENERAL MANAGER OPPORTUNITY AT TREESDALE GOLF & COUNTRY CLUB

Treesdale Golf and Country Club is looking for an experienced hospitality leader who can lead a team of professionals in delivering excellent member experiences every day. Treesdale is a premier full-service club, where the crown jewel is its stunning 27-hole Arnold Palmer Signature Golf Course—a source of immense pride for its members. This individual should come from a hospitality, hotel/restaurant, or club background with hands-on experience in the for-profit world. Excellent upward mobility options for successful candidates who become the General Manager and succeed in delivering on the Invited vision for all clubs in their portfolio.

[Click here to view a brief video about this opportunity.](#)

ABOUT TREESDALE GOLF & COUNTRY CLUB

Treesdale Golf & Country Club, located just north of Pittsburgh, offers a private haven where championship golf meets world-class amenities. Beyond the course, Treesdale is a vibrant community with a lively social calendar that includes cherished traditions like the Fall Festival's lake fishing and the whimsical Night at the North Pole.

The club features a revitalized Arnold Palmer Signature Course comprising the Lakes, Grove, and Orchard Courses (each 9 holes). These courses have recently undergone a stunning renovation, incorporating the Better Billy Bunker system and USGA-approved sand. Bunkers were strategically relocated for better visibility and playability, and the reduced bunker count enhances the golfing experience while simplifying maintenance. Additionally, newly repaired cart paths further enrich the experience on these scenic and challenging 27 holes.

Treesdale is also undergoing a multi-million-dollar transformation aimed at elevating the overall member experience. This renovation includes upscale dining at the newly renovated Arbor, a resort-style pool complex, meticulously renovated championship courses, and a forthcoming state-of-the-art fitness center. The investment is designed to foster a vibrant community, where families connect, memories are made, and relaxation is redefined.

Invited (formerly known as ClubCorp) is a leading owner and operator of private clubs in the United States. With a portfolio that includes golf and country clubs, city clubs, and stadium clubs, Invited provides a wide range of premium amenities and services to its members. The organization focuses on creating exceptional experiences in golf, dining, fitness, and social activities, fostering community and connection among its members. Invited is known for its commitment to innovation, continuously enhancing its clubs to meet the evolving needs and preferences of its diverse membership base.

TREESDALE GOLF & COUNTRY CLUB BY THE NUMBERS

- Approximately 956 members in all categories
- \$10,000 Initiation fee
- \$10,740 Annual dues
- Approximately \$6.8M in Annual Dues Volume
- Approximately \$11.89M gross revenues
- Approximately \$2.1M F&B volume (35% FC)
- Approximately 35 Employees Approximately 120 Seasonal & PT
- Approximately 35,000 rounds of golf played annually

- Club POS system is Micros
- Approximately \$3.5M in Gross Payroll
- There are 12 Board Members with three-year terms
- Standing committees: Women & Men's Golf Associations, Social Committee, and Athletics Committee
- Average age of members is 56 years of age

TREESDALE GOLF & COUNTRY CLUB WEBSITE: www.treesdalegolfcountryclub.com

GENERAL MANAGER POSITION OVERVIEW

The General Manager is a strategic business leader responsible for managing the Club's daily operations. They will maintain a high standard of excellence while promoting a People First Culture. The GM is responsible for all day-to-day operations at Treesdale Club. Which include:

- Manages restaurant financial objectives by forecasting requirements, preparing annual budgets, scheduling expenditures, analyzing variances, and initiating corrective action plans.
- Maintains a safe, secure, and healthy environment by establishing, following, and enforcing sanitation standards and procedures, while complying with legal regulations.
- Trains and monitors employees while evaluating their performance and productivity.
- Actively markets club memberships and provides exceptional Member services.
- Recruits, selects, and develops talent while maintaining a positive and inclusive work environment.

The GM position is responsible for all day-to-day operations of the club. He/she directs and administers all aspects of the amenities, project development, staff, programs and activities, golf and grounds, racquet sports, pool, food/beverage, activities, and programs, to ensure consistently outstanding service delivery to the membership and their guests. The key to the new GM's success is the intuitive sense of being "present" and sincerely engaging with every generation of members and their guests. Celebrating tradition while introducing creative programming for all constituencies will also contribute to the success of the new General Manager. The GM should be a forward-facing individual who enjoys the daily interaction with their team and the membership.

The GM is responsible for the creation, implementation, and consistent execution of all service standards and processes while providing vibrant, innovative, relevant, and respectful leadership to key managers and staff. A primary objective is for the GM to be the highly visible and interactive face of the Club and to ensure that departmental goals and objectives are defined, understood, evaluated, and enhanced continuously.

He/She is fully responsible and accountable (with the support of the Owner, Board of Advisors, Women's & Men's Golf Associations, Social Committee) to consider and effectively deal with all matters of significance or potential significance to Treesdale. The successful candidate will ensure that Treesdale Golf & CC is an environment that consistently strives to provide improved service, programs, and overall lifestyle enjoyment to its residents and members, which he/she is intimately familiar with and responsible for, within the club's financial parameters. Being a natural mentor to the team also is critically important, as is being a strong advocate for the team's success. The GM must be a proactive and assertive leader in the process of strategic planning, talent acquisition and retention, and membership activities/services programming, ensuring that each of these areas of focus considers current and future membership input and demographics. Additionally, he/she must expect to work to exceed the expectations of members and to recognize trends, evolving demographics, and what will help support the Club in the future. The new GM should have a history of success and of recognizing, respecting, and supporting the contributions of key managers and staff.

KEY CHARACTERISTICS OF THE NEW GENERAL MANAGER

- Adaptable to change – can solve problems through an open-minded and all-inclusive approach
- Comfortable in a fast-paced or high-pressure environment
- Effective conflict resolution and problem-solving skills

- He/She must have verifiably strong organizational skills and an obsession with covering the details necessary to consistently achieve high levels of quality, member satisfaction, and outstanding member experiences, while at the same time working with the Owner to determine appropriate and necessary developer goals and objectives.
- An “approachable, genuine and friendly” style, reflective of the style of Treesdale Golf & Country Club’s members and recognizing the need to be ‘the ambassador of Treesdale Golf & Country Club’ as it relates to driving membership recruitment for both resident and non-resident memberships.
- Strong general management skills with verifiable strengths in quality food and beverage programming and delivery, team development, financial performance, diverse recreational amenity management (golf, tennis/pickleball, fitness/spa, aquatics, outdoor recreational sports, concierge, family activities and others are especially desirable), exceptional member/guest service programming, strategic planning, renovations, and project management, and most importantly, the ability to consistently define and achieve goals and objectives. Food and beverage will continue to be a key driver to member satisfaction and engagement, therefore it needs to be an area of leadership focus and presence.
- Attracting, retaining, and developing staff at every level is an important focus of the club.
- Sincere passion for mentoring their team and taking ownership for their career development
- Is strategic and visionary as well as mission-oriented on behalf of Treesdale Golf & Country Club; anticipates how the Club will evolve and be at the forefront of trends in clubs.
- Knowledgeable and innovative as it relates to technology; having the ability to leverage high tech to improve ‘high touch’ with members as well as efficiency of the operation and enhanced data capture is critical.
- Outgoing, conversant, respectful, and diplomatic, but able to say “no” when appropriate without alienating members or staff while doing so.
- Financial acumen, detail-oriented to “see” things needing attention, and operations, systems, and facilities expertise.
- Possesses outstanding leadership skills and has the ability to delegate to key staff and department heads.
- Has strong communication and organizational skills.

CANDIDATE QUALIFICATIONS

- 5 + years in Club Management or related field
- Exceptional leadership skills - Self-motivated, strategic thinker, positive attitude
- Proficient with POS, Microsoft Office products, and social media
- A career track that demonstrates a record of tenure and commitment to previous employers, and wherein career moves were for enhancement of skills and experiences as opposed to ‘unplanned’ career changes.
- Preferably, the successful candidate will have had exposure to residential club community management and the unique, and more significant relationship resident members have with their Club in such environments where service and amenities have a direct impact on values. Being able to demonstrate one’s recognition of this unique feature will be necessary and important.

EDUCATIONAL AND CERTIFICATION QUALIFICATIONS

- A bachelor’s degree is preferred with a focus on Hospitality Management or Business Admin.
- In lieu of the degree, substantial private club or hospitality experience will be considered.
- Industry certifications such as CCM, CCE, PGA, or Food Management Professional are encouraged but not required.

SALARY AND BENEFITS

Salary and Benefits are commensurate with qualifications and experience. The Club, along with the typical CMAA benefits, offers an excellent bonus and benefits package.

INSTRUCTIONS ON HOW TO APPLY

Please upload your resume and cover letter, in that order, using the link below. You should have your documents fully prepared to be attached when prompted for them during the online application process. Please be sure your image is not present on your resume or cover letter; that should be used on your LinkedIn Profile.

Prepare a thoughtful cover letter addressed to the **Treesdale G&CC Club, to the attention of Maurice Darbyshire SVP Invited**. Clearly articulate your alignment with this role, why you want to be considered for this position at this stage of your career, and why TG&CC and the Gibsonia, PA area will benefit you, your family, your career, and the Club if selected.

It is suggested that you apply for this role as soon as possible as the position is currently open and it is desired to fill it this fall. Candidate selections will occur in September, or early October 2024 with first Interviews expected in that time frame and second interviews a short time later. The new candidate should assume his/her role sometime in November of 2024.

IMPORTANT: Save your resume and letter in the following manner:

“Last Name, First Name - Resume” &

“Last Name, First Name - Cover Letter - Treesdale”

(These documents should be in Word or PDF format)

Note: Once you complete the application process for this search, you are not able to go back in and add additional documents.

[Click here](#) to upload your resume and cover letter.

If you have any questions, please email Bethany Taylor: bethany@kkandw.com

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